

## **Addendum #2: Questions and Answers Regarding RFQQ 10-119 ELF**

Question 1. Do you currently have a document management system?

Answer 1. DEL does not currently maintain and operate a document management system.

Question 2. Do you currently have a BPM/ workflow system?

Answer 2. DEL currently does not have a BPM/workflow system in place. However DEL completed a BPM/documentation project recently which included a validation exercise. These materials will be made available to the successful bidder.

Question 3. How is the current workflow of these forms handled?

Answer 3. These forms are currently paper based, with some essential data entered into a disparate electronic system.

Question 4. Have you published any use cases for this?

Answer 4. DEL has not published use cases for this effort.

Question 5 Can you provide some sample forms of what you use now?.

Answer 5. As stated in section 1.1 of the RFP sample checklist forms are available at <http://del.wa.gov/publications/licensing/>

- Child care center licensing checklist
- Child care center monitoring checklist
- School age licensing checklist
- School age monitoring checklist
- Family home licensing checklist
- Family home monitoring checklist

The compliance agreement form is attached to this addendum

Question 6. Could we be considered if we do not have experience with state child care programs?

Answer 6. DEL is requiring bidders to have previous experience with previous state licensed child care solutions for this RFP.

Question 7. Does DEL have a preference for a Commercial off the shelf licensing system for child care or is custom development using a robust mobile application framework that has been used in over 900+ applications, an acceptable alternative if it can be delivered within budget and schedule.

Answer 7. DEL is not requiring a COTS solution for this work effort.

Question 8. If custom application is acceptable then would DEL consider an exception to requirements e.g. "A minimum of five (5) years' experience in designing and developing Web-based software applications or software application modifications for state child care licensing purposes."

Answer 8. This is a requirement of the RFP and is not open to exception.

Question 9. Is the application envisioned at a mobile web application or an occasionally connected mobile application?

Answer 9. The application is envisioned to be a tablet based solution that is capable of functioning fully in connected as well as offline mode.

Question 10. The occasionally connected mobile app architecture assumes some data to be stored on the client if the internet connection is not available.

Answer 10. This is correct, we intend for essential data to conduct business be available on the client should a 'connected' state not be available.

Question 11. If a occasionally connected application is expected can DEL provide the nature of data that would need to be replicated / synchronized on the field tablet PC?

Answer 11. The data that is to be collected and requiring replication would be inclusive of licensing demographic data as well as collected check list data from licensing inspection visits.

Question 12. Are there any field printing needs e.g. printing a notice of corrections or a checklist by the field staff during the inspection in the field.

Answer 12. Yes printing ability is intended for field staff to print appropriate and necessary documents in the field.

Question 13. Are there any needs to capture signatures, pictures etc. in during the field inspections ?

Answer 13. As stated in the RFP electronic signature capturing is a required component of the proposed solution. Picture, attachments and other functionality while not required would be of value to DEL.

Question 14. Does DEL have a case management database, or is the development of such a database a part of the RFP?

Answer 14. DEL currently leverages a SACWIS system for case management which is maintained and operated by the Department of Social and Health Services Childrens Administration division.

Question 15. It appears to me that the RFP seems more directed at capturing data from electronically submitted forms, than managing the captured data with a case management system. Am I missing something here?

Answer 15. This is correct DEL is hoping to capture data electronically and take advantage of staff efficiencies from a more mobile workforce.

Question 16. Is DEL willing to modify these requirements to entertain a broader response base? If so, will the response be evaluated by DEL reviewers with the same interest?

Answer 16. Currently DEL is requesting for this RFP only bidders with previous experience in the licensed child care industry and those that have developed/implemented a similar solution in another state or similar institution.

Question 17. Where can we get the details of the Washington State and DEL technical and security requirements for the collection, storage, and retrieval of information on the web based mobile inspection software application?

Answer 17. Department of Information Services security policy and standards documents can be found here <http://isb.wa.gov/default.aspx>.

Question 18. Based on Item K. "The delivered application must contain as a reference resource, the complete text of all current child care licensing regulations, accessible on demand to licensing staff during inspections via a keyword search, look-up table, or similar functionality, and able to be modified as needed by DEL to accommodate regulatory changes."

-- Is an electronic version of this provided by DEL?

Answer 18. DEL currently has this available in an electronic Excel file.

Question 19. Based on Item O. "The delivered application must support digital signature capture and reporting of multiple signatures in both online and disconnected mode "

-- Can DEL provide the definition of digital signatures?

Answer 19. Leveraging the tablets DEL wishes to allow for handwritten signatures to be captured via the tablet and stylus.

Question 20. It is anticipated that there will be approx. 145 users throughout the project, but would you have a base/starting number of users at the beginning of the project (i.e. 90 users – unique), and are you amenable on processing side of add-on fees based on additional users (as needed).

Answer 20. DEL will be open to licensing different licensing methodologies and evaluate accordingly.

Question 21. Can DEL provide the current DEL paper forms (blank inspection reports, etc.) ahead of RFP closing?

Answer 21. As stated in section 1.1 of the RFP forms are available online here <http://del.wa.gov/publications/licensing/>

Question 22. Can DEL elaborate on why there is a 200 minimum user requirement for a 145 user role out?

Answer 22. Should additional staff over time be added we want to ensure that there is sufficient scalability of the system to operate at an increased level.

Question 23. The period of performance of any contract resulting from this RFP is tentatively scheduled to begin on or about 8/01/2010 and to end on 6/30/2011.

-- Can DEL provide phasing information?

Answer 23. The time line listed is a tentative timeline and is not a 'hard' date. DEL is asking for bidders to provide their phasing plans, or implementation schedules in accordance with the projects proposed schedule.

Question 24. Do you anticipate to run a pilot testing?

Answer 24. DEL is open to pilot testing of the system.

Question 25. If so, for how many users and what's the expected timeline?

Answer 25. This is to be proposed by the bidder.

Question 26. If so, for how many users and what's the expected timeline?

Answer 27. This is to be proposed by the bidder.

Question 28. Do you require the software solution to provide specific analysis reports besides capturing, storing, and routing data?

Answer 29. Not at this time.

Question 30. Can you describe the normal workflow of the data collectors?

Answer 30. Work flow and business processes are to be identified and discussed during project initiation.

Question 31. What does DEL want to do with data upon form completion?

Answer 31. At this time the goal is to store the data electronically in a SQL format to be consumed and used by other processes and systems.

Question 32. The RFP mentions that " All computer hardware and printers shall be supplied by DEL". We would like to clarify if the stated budget of \$350K includes the mentioned computer hardware and printers. Hardware is a separate budgeted line item outside the \$350K  
Is the preference to use a COTS solution, or to build a custom solution?

Answer 32. DEL is amenable to both COTS and custom development for this solution.

Question 33. Would DEL consider using a BPM (Business Process Management) platform as the backbone for a custom solution?

Answer 33. DEL would consider a BPM platform as a potential solution.

Question 34. Please describe the specific functionality that is desired when a user is disconnected from the system.

Answer 34. DEL expects that a field staff member will be able to accomplish all aspects of a licensing inspection visit as if they were connected. The data collected during offline work will be synchronized at the next connection to the database.

Question 35. Does DEL have a preferred technology infrastructure/development language? i.e., .NET or J2EE?

Answer 35. DEL has standardized on the .NET platform.

Question 36. Does DEL expect that the contractor will be responsible for upkeep, maintenance, upgrades, etc on the tablet PCs?

Answer 36. Hardware maintenance and upkeep is not part of this work effort. DEL expects that upkeep, maintenance, and upgrades to be accomplished by the vendor will be for the vendors installed software packages on the tablet PC's.

Question 37. Business Requirements:

F. The delivered application must include the provision of Helpdesk support to the application for DEL between the hours of 8:00am and 5:00pm PST.

Will there be WEBS IT staff allocated to perform level 1 support? If not, what is the expected period that the contractor need to supply? Is the \$350,000 need to be considered with this period or on a separate on-going support contract?

Answer 37. Support of this installed solution is to be provided by the vendor, hardware and OS support to be provided by DEL's internal helpdesk. For year 1 of the intended contract it is expected that support be included.

Question 38. G. The Contractor shall provide initial and, as needed by an approximate 145 DEL Division licensing staff, follow-up training for DEL regional licensing staff and other designated Division personnel (#?) on the use of the software application provided and the use of computer hardware, including portable printers and related equipment, needed to run that application.

Could you please describe your definition of "as needed". What will be a time limit for the "as needed" (e.g. 3 months, 6 months, 1 year, 3 year, etc?). Are these "as needed" training requirements a one-on-one basis?

Answer 38. DEL expects at least one full encompassing training for all staff that will utilize the solution will be provided year (1). Subsequent years following will include a minimum of 1 training per year for any major enhancements or upgrades to the solution that constitute a major change to the system.

Question 39. Technical Requirements:

L. The delivered application must contain as a reference resource, the complete text of all current child care licensing regulations, accessible on demand to licensing staff during inspections via a keyword search, look-up table, or similar functionality, and able to be modified as needed by DEL to accommodate regulatory changes.

Is this requirement needed for an Off-line mode? If so, what kind of resources are to be expected?

Answer 39. Yes this is a requirement for Off-line mode. This will include Washington Administrative Codes as well as training manuals.

Question 40. M. The delivered application must be able to work in online and disconnected mode.

What are the requirements for the mobile piece and why? What specific capabilities are you looking for on the offline piece? Fill out forms and submit? Historical search? Attach items?, etc. Please be specific.

Answer 40. These are identified in the business and technical requirements of the RFP.

Question 41. O. The delivered application must support digital signature capture and reporting of multiple signatures in both online and disconnected mode.

Please define your definition of digital signature (electronic ink capture of the licensee signature? A electronic certificate? Or other means?)

Answer 41. Handwritten signature using tablet pc and stylus.

Question 42. R. The delivered application must have an online library of current DEL paper forms (blank inspection reports, etc.) which are stored in Microsoft Word or Adobe PDF format and available for DEL licensing staff to view/print out when necessary.

Will there be a requirement to synchronization these forms to the current website or a central form repository?

Answer 42. Forms will be required to sync to a single location/repository and must at a minimum include revision history. The electronic form will be the only form used by field staff to conduct business.

Question 43. V. The delivered application must have the ability to identify violations that were cited on one inspection and found corrected or found recurring on subsequent inspections.

This requirement implies that the system maintain history of the inspection. If so, what is expected from the system when the tablet PC is in off-line mode? If the system is required to provide this functionality, how much detail is expected to be maintain and synchronize for off-line mode?

Answer 43. The detail expected for off-line use would include the most recent past completed inspection checklist [regardless of type] document and any compliance agreement generated as a result of the responses on the inspection checklist. The tablet would only have to store the most recent versions for the case load ranging from 50 to 130 sites.

